

10-005.J. Employment Services Requests and Escalation Process

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CPG Letter 326 (9/14)

10-005.J.1 CalWORKs Employment Services

CalWORKs is a time limited program which entitles recipients to aid. The CalWORKs program also includes mandatory Employment Services programs designed to address self-sufficiency through education, training and employment.

Employment Services Program	Description
Welfare to Work	<p>The Welfare to Work (WTW) program is the employment and training portion of CalWORKs and is designed to enable participants to achieve self-sufficiency through employment. Participation in WTW may be either mandatory or voluntary depending on the employability status of the participant as determined by eligibility staff.</p> <p>If participation in WTW is mandatory, the participant must participate as a condition of receipt of aid. The participant is a mutual participant of CalWORKs and WTW and must meet the requirements of <u>both programs</u> in order to maintain eligibility to aid.</p>
Cal-Learn	<p>The Cal-Learn (CL) Program serves CalWORKs recipients who are under 20 years of age and are pregnant or custodial parents who have not received a high school diploma or its equivalent.</p> <p>All pregnant and custodial parenting teens under the age of 19 are mandated to participate in CL. At the time the teen turns 19, if enrolled and attending school full-time, the teen can elect to stay in CL as a volunteer until obtaining a high school diploma or its equivalent or until</p>

they reach 20 years of age.

Eligibility and Employment Services (ES) staff (WTW and CL) are required to work together to ensure timely actions are taken on behalf of the CalWORKs participant to help enable their successful participation in WTW or Cal-Learn activities.

References:

[CPG 10-001 A. Background: General Description of CalWORKs](#)
[CPG 10-005 A. Welfare To Work Sequence And Detail Summary](#)
[CPG 15-000.B. Introduction to the Cal-Learn Program](#)

10-005.J.2 Eligibility Worker Responsibility

Eligibility workers (workers) are responsible for ensuring that:

- Non-exempt CalWORKs recipients are referred to WTW after:
 - CalWORKs is approved;
 - An adult is added to the CalWORKs AU;
 - A previously exempt CalWORKs recipient loses their exemption.
- Exemptions are run in CalWIN to register participants to the WTW program at intake **or whenever necessary**.
- The WTW case is assigned to the appropriate scheduling bank of the employment services (ES) region when WTW referrals are completed as stated above.
 - **Reminder:** Workers are reminded to refer all cases to the appropriate scheduling bank of the ES region **regardless of the assigned worker at the time of WTW registration**.
- Case comments are entered to document case actions.

Reference: [CPG 40-200.A](#)

10-005.J.3 Employment Services Requests (ESRs)

Employment Services Requests (ESRs) are comprised of

- Eligibility actions that are needed for Employment Services (ES) case management, including Cal-Learn (CL) and Child Care (CC).
- ES actions that are needed for processing of eligibility actions.

ESR actions include, but are not limited to, the following:

FRC WTW Liaison Actions

Actions limited to eligibility staff because of the potential effect they can have on a participant's eligibility status:

- Medical Exemptions based on the receipt of a completed CW 61 or other acceptable medical documentation
- Welfare to Work Sanctions
- WTW/Cal-Learn Registration Updates, including WTW exempt volunteers
- Address Changes

- Household Composition Changes
- Updates to Time on Aid
- Other

ES Staff Actions

Actions an FRC WTW Liaison needs ES staff to complete so eligibility actions can be processed:

- TOA Extender Evaluation
- Domestic Violence Evaluation
- WTW 24 Month Time Clock Evaluation
- Overpayment Actions
- Other

All staff requesting actions through the ESR process are required to do the following:

- Complete form 27-357 Employment Services Request with pending eligibility action(s) which require review and processing/action and
- Attach all pertinent documentation regarding the request.

Completion of timely case actions is critical to case management efforts and the potential success of individuals in CaWORKs ES activities.

Note: Cal-Learn and Child Care case management can be impacted by the same outstanding eligibility actions as listed above for WTW. FRC WTW Liaisons may receive ESRs from ES, Child Care or Cal-Learn staff which may differ depending on the request.

10-005.J.4 ES Staff and FRC WTW Liaisons

Each Family Resource Center (FRC) and Employment Services site is responsible for having a WTW liaison or ES staff to manage ESRs. The WTW liaison or ES staff is responsible for actions including but not limited to the following:

- Ensuring ESRs are responded to by completing necessary case actions within [ESR Processing Timeframes](#);
- Ensuring ES program requirements pertaining to eligibility and ES are understood by staff. This includes FRC, WTW, Child Care and Cal-Learn; and
- Other related duties.

Note: Ongoing communication between FRC WTW Liaisons and ES staff is critical to improving processes and ensuring policies are understood.

10-005.J.5 ESR Process

When an ESR is received, FRC WTW Liaison or ES staff are required to take the following actions:

Step	Action
1	Receive 27-357 Employment Services Request (ESR) with pending eligibility/ES action(s) which require review and processing.
2	Ensure the ESR is processed within ESR Processing Timeframes . Note: If not able to process within ESR Processing Timeframes , FRC WTW Liaison and ES staff are required to adhere to the guidance in Extension of ESR Processing Timeframes .
3	Notify requesting staff regarding completion of ESR action. 27-357 is required to be filed or scanned into the electronic case record.
4	Ensure all actions taken related to the processing of the ESR are entered in CalWIN Case Comments.

10-005.J.6 ESR Processing Timeframes

Outstanding eligibility or employment actions can have potentially negative impacts on the participants served in the CalWORKs program.

ESR processing timeframes for FRC WTW Liaison and ES staff are listed below:

Type of Employment Services Request (ESR) (Examples include but are not limited to the following):	ESR Processing Timeframe (Business Days)
ES/CL/CC Registration Updates <ul style="list-style-type: none"> Running exemptions/EDBC Registration status Case assignment 	5 Days
WTW Sanctions <ul style="list-style-type: none"> Lifting/Curing an existing WTW sanction Reinstating WTW sanction after a break in aid or a WTW exemption has ended CPG 40-200.E	
Medical Exemptions – CW 61 <ul style="list-style-type: none"> Evaluation of medical exemptions with verification, including updates to registration status if appropriate CPG 40-200.C	
Other eligibility updates including but not limited to: <ul style="list-style-type: none"> Address changes Household composition changes Time on Aid Other 	
ES actions requested by FRC WTW Liaison including but not limited to: <ul style="list-style-type: none"> TOA Extender Evaluation 	

<ul style="list-style-type: none"> • Domestic Violence Evaluation • WTW 24 Month Time Clock Evaluation • Overpayment Actions • Other 	
<p>ES/Cal-Learn/Child Care Registration Updates that could prevent timely processing of payments:</p> <ul style="list-style-type: none"> • Running exemptions/EDBC • Updates to registration status • Updates to case assignment <p>Example: An automation error code received due to conflicting or incorrect ES registration status that prevents the processing of timely child care or other payments.</p>	2 Days

10-005.J.7
Extension of
ESR
Processing
Timeframes

There may be circumstances when an ESR action cannot be completed timely due to reasons such as:

- CalWIN functionality issues
- Missing or incomplete documentation

In this situation, the FRC WTW Liaison or ES staff are required to communicate to the requesting staff via 27-357 with an explanation for why the request cannot be processed within acceptable processing timeframes.

The FRC WTW Liaison and ES staff are required to

- Work together to identify whether additional verification can be obtained to complete the request.
- Send a written request for additional verification to the participant requiring a response within **10 calendar days**.
- Assist participants with obtaining verification as needed.

After the 10 calendar days have passed, FRC WTW Liaison or ES staff will follow up with the requesting staff to provide status of the ESR within **2 business days**.

- If the additional verification is received and is correct, then the FRC WTW Liaison or ES staff will take appropriate action within **5 business days**.
- If the additional verification is not received or is incomplete, then the FRC WTW Liaison or ES staff will inform requesting staff that the request cannot be processed and the requested action will not be taken. In this situation, FRC WTW Liaison or ES staff will have to evaluate for potential noncompliance with program requirements.

FRC WTW Liaison or ES staff are required to provide requesting staff with the completed 27-357 containing the final outcome of the request

including additional actions required.

If the FRC WTW Liaison or ES staff are not responsive to the request, requesting staff can elevate the request per the [ESR Escalation Process](#) for further evaluation.

10-005.J.8
ESR
Escalation
Process

ESRs that have not been processed within [ESR Processing Timeframes](#) can be escalated by either FRC/WTW Liaison or ES staff in the following manner:

All case situations are required to be evaluated by requesting staff prior to escalation.

If no response is received from the FRC WTW Liaison <u>or</u> ES staff	then the ESR will be escalated by
Within ESR Processing Timeframes ,	Requesting staff to corresponding ES and FRC managers for evaluation requiring action within 3 business days .
After the second request,	ES or FRC manager to the CalWORKs Program Manager with a recommendation for handling by the FRC WTW Liaison or ES staff within 1 business day .

10-005.J.9
Child Care
ESR Actions

Child Care Case Managers (CCMs) shall notify the Child Care designated worker when Child Care case maintenance and payments are impacted by outstanding eligibility actions.

Once an ESR has been sent to the FRC WTW Liaison, Child Care staff are required to monitor the case to ensure actions are taken within ESR processing timeframes or escalated.
